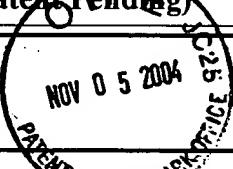


TRANSMITTAL LETTER
(General - Patent Pending)

Docket No.
00750436AA

In Re Application Of: H. Young, et al.



Application No.	Filing Date	Customer No.	Group Art Unit	Confirmation No.	
09/723,519	11/28/00	S. Diaz	30743	3623	6445

Title: Customer Relationship Management Business Method

COMMISSIONER FOR PATENTS:

Transmitted herewith is:

RCE
Amendment Under 1.114 with Petition for 1 month extension of time
Postcard

in the above identified application.

- No additional fee is required.
- A check in the amount of _____ is attached.
- The Director is hereby authorized to charge and credit Deposit Account No. 09-0458 as described below.
 - Charge the amount of \$110.00
 - Credit any overpayment.
 - Charge any additional fee required.
- Payment by credit card. Form PTO-2038 is attached.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.



Signature

Dated: Nov. 5, 2004

Michael E. Whitham
Reg. No. 32,635

Whitham, Curtis & Christofferson, PC
11491 Sunset Hills Road - #340
Reston, VA 20190
Customer No. 30743

11/12/2004 HALI11 00000137 090458 09723519

02 FC:1251 110.00 DA

CC:

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____.

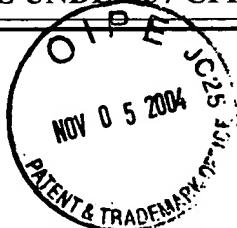
(Date)

Signature of Person Mailing Correspondence

Typed or Printed Name of Person Mailing Correspondence

**COMBINED AMENDMENT & PETITION FOR EXTENSION OF
TIME UNDER 37 CFR 1.136(a) (Large Entity)**

Docket No.
00750436AA



The fee for the amendment and extension of time is to be paid as follows:

A check in the amount of _____ for the amendment and extension of time is enclosed.

Please charge Deposit Account No. 09-0458 in the amount of \$110.00

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458

- Any additional filing fees required under 37 C.F.R. 1.16.
- Any patent application processing fees under 37 CFR 1.17.

If an additional extension of time is required, please consider this a petition therefor and charge any additional fees which may be required to Deposit Account No. 09-0458

Payment by credit card. Form PTO-2038 is attached.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Signature

Dated: Nov. 5, 2004

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(Date)

Signature of Person Mailing Correspondence

Typed or Printed Name of Person Mailing Correspondence

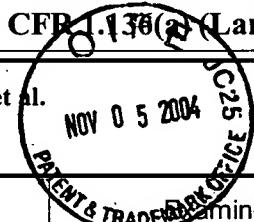
CC:

Whitham, Curtis & Christofferson, PC
11491 Sunset Hills Road - #340
Reston, VA 20190
703/787-9400
Customer No. 30743

**COMBINED AMENDMENT & PETITION FOR EXTENSION OF
TIME UNDER 37 CFR 1.136(a) (Large Entity)**

Docket No.
00750436AA

In Re Application Of: **H. Young, et al.**



Application No.	Filing Date	Examiner	Customer No.	Group Art Unit	Confirmation No.
09/723,519	11/28/00	S. Diaz	30743	3623	6445

Invention: **Customer Relationship Management Business Method**

COMMISSIONER FOR PATENTS:

This is a combined amendment and petition under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the Office Action of 7/13/04 in the above-identified application.

The requested extension is as follows (check time period desired):

One month Two months Three months Four months Five months

from: 10/14/04 Date until: 11/13/04 Date

The fee for the amendment and extension of time has been calculated as shown below:

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	7 -	20 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	1 -	3 =	0	x \$88.00	\$0.00
FEE FOR AMENDMENT					\$0.00
FEE FOR EXTENSION OF TIME					\$110.00
TOTAL FEE FOR AMENDMENT AND EXTENSION OF TIME					\$110.00